

## DEPARTMENT OF HEALTH SERVICES

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SACRAMENTO, CA 95814



June 1, 1984

To: All County Welfare Directors

Letter No. 84-22

## SOCIAL SECURITY ACCOUNT NUMBER (SSAN) REFERRAL/VALIDATION RESULTS

This is written to inform counties of the latest SSAN Referral/Validation results and to provide information which will help reduce unvalidated or discrepant SSAN data.

Background:

Overall, the Validation process was successful. The Validation effort matched 88 percent of the 4.5 million eligibility records submitted to the Social Security Administration. (SSA)

The Referral process which included August 1983 through January 1984 data only validated approximately 57 percent of the records received. Of the remaining unvalidated Referral records, approximately 50 percent were due to invalid beneficiary county identification numbers (County ID's). Medi-Cal Eligibility Branch (MEB) requested several counties to submit copies of MC 194s (SSA Referral form) for those cases which appeared to have invalid county ID's. A review of these forms revealed erroneous completion of the MC 194. In addition, data entry errors by the SSA district offices were discovered.

The SSA Regional Office has been informed of this problem and is also taking steps to ensure that the problem is resolved.

Processing MC 194 Documents

The entire Referral process evolves from the MC 194. The worker completes the MC 194, gives the copy to the applicant who in turn takes the MC 194 to the SSA. The SSA has the applicant complete an SS5 form and the county ID is taken from the MC 194 and entered on the SS5. The county ID is used by SSA to identify the record as a welfare recipient. When the monthly Referral file is sent to Department of Health Services, the county ID and/or the SSAN is matched against the Medi-Cal Eligibility Data Systems (MEDS) data base. If the county ID and/or the SSAN does not match a record on MEDS, the record is rejected and the error message 4812 or 4813 is produced. After reviewing the MEDS matching master record and contacting a few counties that reviewed the original MC 194, the following types of errors were identified in the completion of the county ID portion of the MC 194:

- o The county ID began with the aid code rather than the county code. This type of error would make the record appear as though it belonged to another county.
- o Zeros were not inserted by the county when the seven digit serial number contained less than seven digits.
- o All or a portion of the county ID had been shifted to the left or the right of the county ID box. In order to input 13 digits to the SSA system, SSA fills zeros in the blank spaces.

In order to minimize the work involved for the county, it is imperative that the MC 194 be completed correctly. The State will suppress issuing worker alert reports for error messages 4812 and 4813 to allow counties time to work with staff in an effort to reduce erroneous completion of the MC 194. The State will monitor the number of invalid county ID numbers and when the pattern of errors decreases, the State will begin generating those remaining errors to the county. Considerable staff time is needed to resolve such errors and therefore, counties should be extremely careful in completing the MC 194.

#### Changes to SSAN Validation/Referral Process

Currently, once an SSAN has been validated, MEDS will not allow the county to submit changes to the birthdate unless the change is within an acceptable range. The MEB is in the process of developing a procedure that will allow birthdate changes outside of the established range to be submitted by county welfare departments. When this change has been installed, the counties will be notified via an All County Letter. Counties should keep track of these birthdate changes for later correction.

Due to changes in SSA's system, the birthdate ranges have also changed. The Department has modified the MEDS edits to allow these new birthdate ranges. The new ranges are as follows:

1. Month, day and year = exact match.
2. If year of birth matches exactly, month and day are disregarded.
3. If month of birth matches exactly, year of birth may be plus or minus one year.

Counties will not be receiving error messages 4816 or 4820 when the next Referral/Validation process is run. Since these messages usually indicate a MEDS problem, the MEDS liaison staff will receive a state worker alert report containing 4816 and 4820 errors in order to identify system problems for resolution.

Next Validation Process:

The Department prepared the next Validation file which was sent to Baltimore on April 30, 1984. It is anticipated that the results of the Validation will be submitted to county welfare departments in mid-June 1984. The Validation file consisted of the SSANs which were not validated in our September 1983 process, plus any new SSANs reported to MEDS since that time. Approximately one million records were submitted to Baltimore for validation.

Counties will continue to receive SSAN Referral (MC 194) results on a monthly basis via worker alert reports excluding error messages 4812, 4813, 4816 and 4820.

We would like to take this opportunity to thank those counties who assisted MEB in determining the problems associated with erroneous county ID's submitted via the Referral Process. In addition, we would like to thank all counties for their efforts in resolving discrepancies resulting from the Validation and Referral Process.

Should you or your staff have any questions regarding SSAN Validation/Referral or suggestions for improving those systems, please contact your Eligibility Branch MEDS liaison.

Sincerely,

Original signed by

Caroline Cabias, Chief  
Medi-Cal Eligibility Branch

cc: MEDS Liaisons  
Medi-Cal Liaisons  
Medi-Cal Program Consultants